Patent Application for: METHOD FOR IMPLEMENTING SERVICE DESK CAPABILITY
Inventor(s): John Brett et al.
Attorney Docket No. 10022/178 and Serial No. Applied for

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TRADITIONAL IT SERVICE DESK

FIG. 1

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SERVICE DESK DEFINITION

FIG. 2

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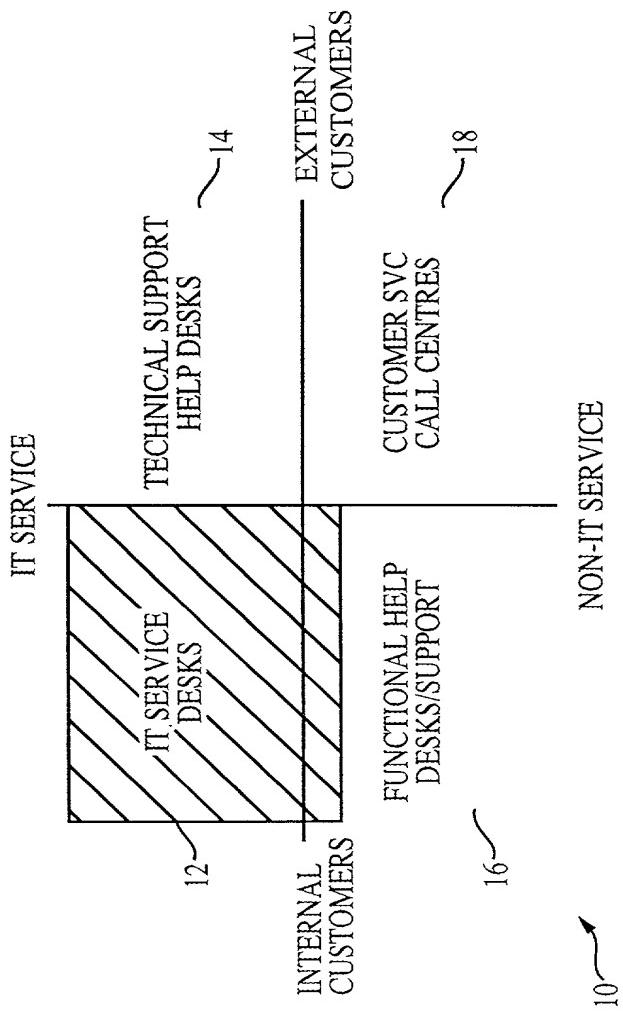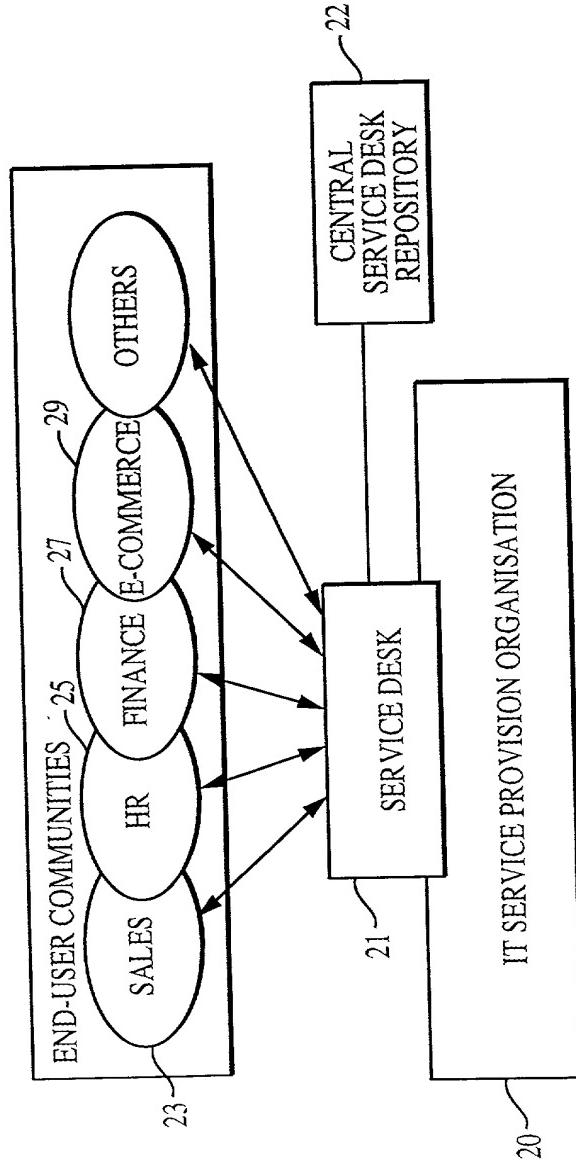
SERVICE DESK DESIGN APPROACH

SERVICE REQUIREMENTS AND STRATEGY DEFINITION	HIGH LEVEL PROCESS DEFINITION	HIGH LEVEL DESIGN	DETAILED DESIGN	IMPLEMENTATION
	33	34	35	

USER REQUIREMENTS 31

STRATEGY 32

PROCESS 36

ORGANISATION 37

TOOLS 38

INTEGRATION 39

TIME

30

FIG. 3

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SERVICE REQUEST PROCESS

FIG. 4

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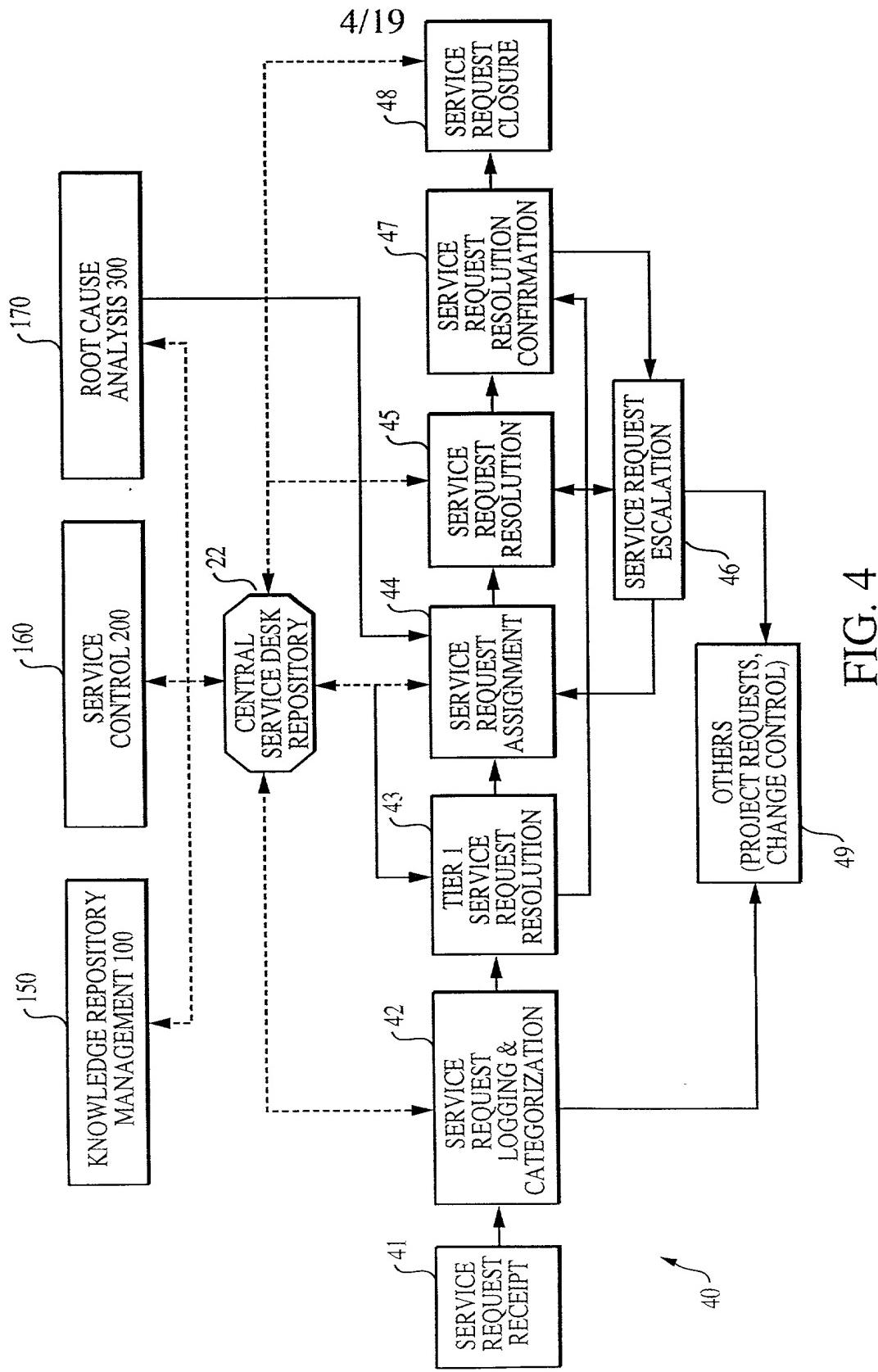
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SERVICE REQUEST RECEIPT

FIG. 5

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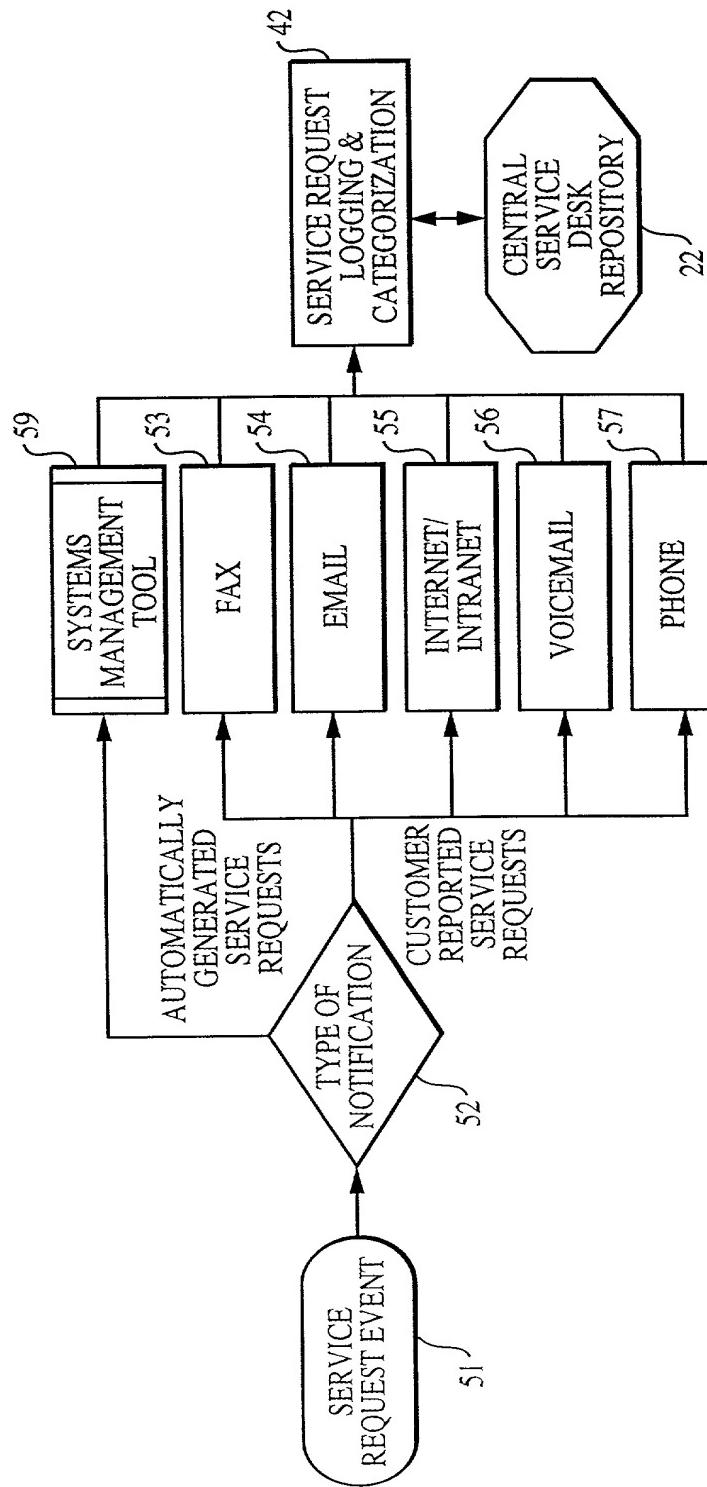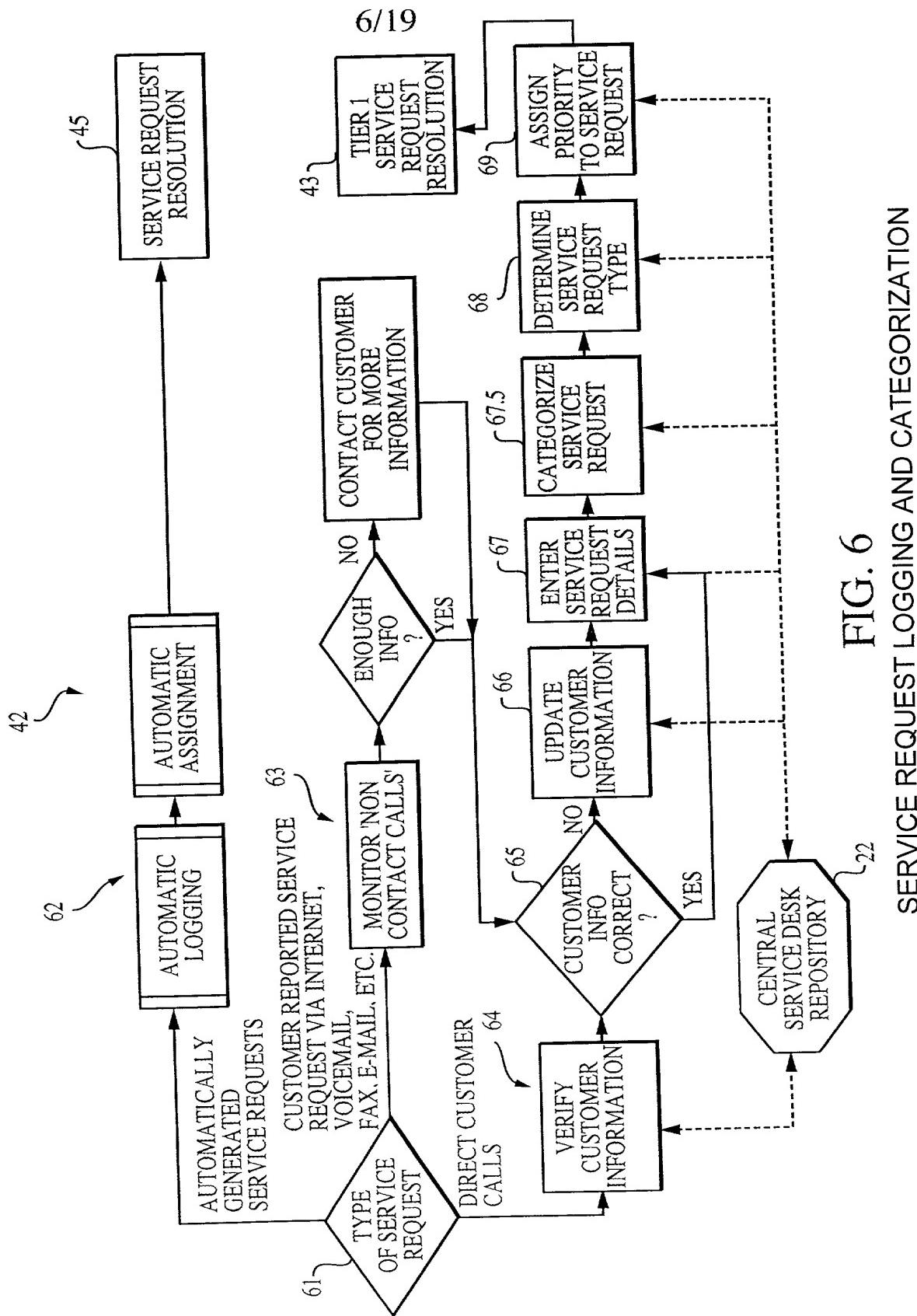
FIG. 6

SERVICE REQUEST LOGGING AND CATEGORIZATION

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EXAMPLE OF A HIERARCHY OF CATEGORIZATION

	LEVEL 1 (71)	LEVEL 2 (72)	LEVEL 3 (73)	LEVEL 4 (74)
75	APPLICATIONS (70)	OFFICE	MS EXCEL	
			MS INTERNET EXPLORER	
			MS OFFICE	
			MS POWERPOINT	
			.....	
		MESSAGING	MS OUTLOOK	
			INTERNET MAIL	
		INTRANET/NOTES	LOTUS NOTES CLIENT	
			PORTAL	
			LOTUS DOMINO SERVER	
			.....	
		EMULATION	EXCEED	
			....	
		HR	ADP	
			CBB	
			HRVISION	
			.....	
76	HARDWARE	PC	DESKTOP	MONITOR
				BASE UNIT
				....
			LAPTOP	MONITOR
				DOCKING STATION
				....
		PRINTER	BLACK & WHITE	
			COLOUR	
		SERVER	HP UNIX	CD DRIVE
				CPU
				...
77	OPERATING SYSTEMS	PC	MS 95	
			MS 98	
			MS NT	
			MS WINDOWS 3.11	
			.....	
		SERVER	HP	
			HP UNIX	
			LINUX	
			.....	
78	TELEPHONE	VOICE MAIL		
		PERSONNEL PHONE		
79	NETWORK	.....		

FIG. 7

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EXAMPLE OF AN IMPACT MEASUREMENT

IMPACT		AFFECTED USERS				
		WHOLE ORANIZATION	SEVERAL BRANCHES OR AREAS	ONE BRANCH OR AREA	TEAM	1 INDIVIDUAL
AFFECTED PROCESS	E-MAIL	1	1	1	1	1
	SALES	2	2	3	3	4
	MERCHANDISING	2	2	3	4	5
	PROCUREMENT	2	2	3	4	4
	DISTRIBUTION	2	2	3	3	4
	PAYROLL	2	2	3	4	5
	INVOICING	1	2	3	4	4
	....					

FIG. 8

80

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TIER 1 SERVICE REQUEST RESOLUTION PROCESS

FIG. 9

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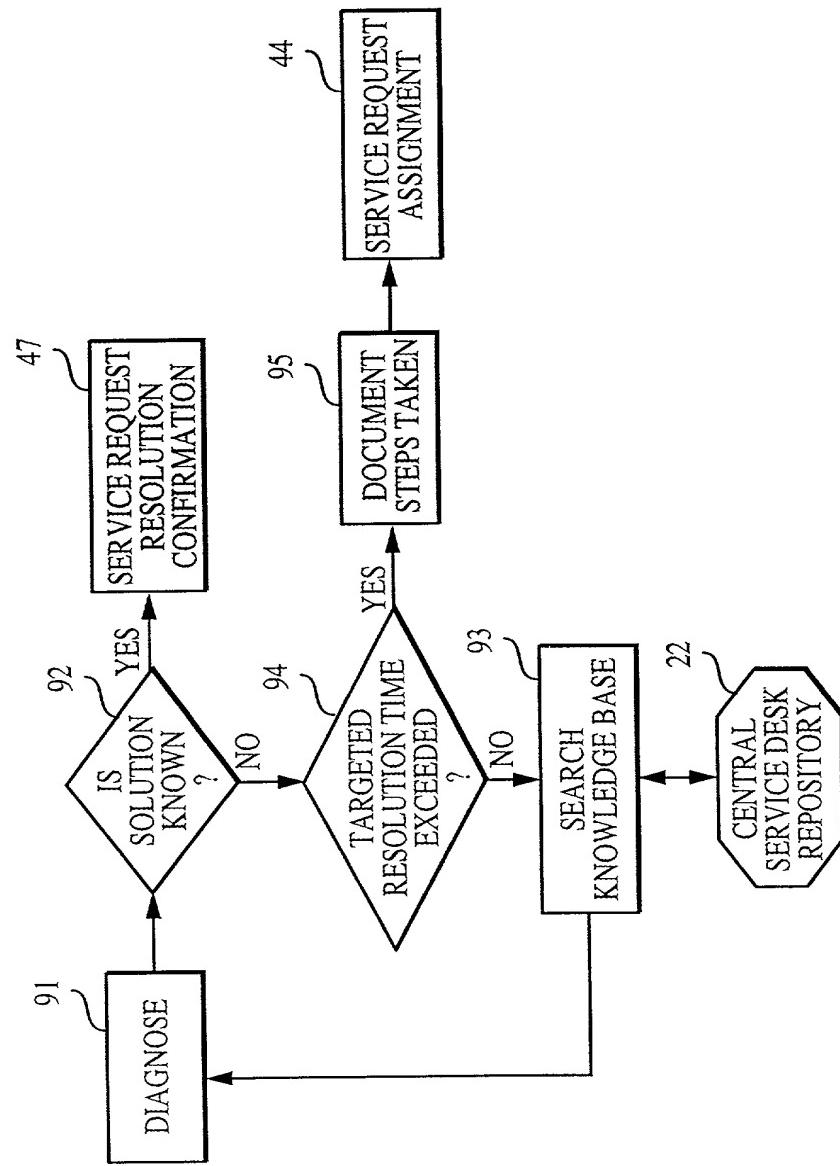
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EVENTS CAUSING NOTIFICATION

EVENT	NOTIFICATION ADDRESSEE
SERVICE REQUEST ASSIGNMENT	ASSIGNEE
CHANGE IN ASSIGNMENT	ASSIGNEE AND ORIGINAL TIER 1 LOGGER
SERVICE REQUEST CLOSURE	TIER 1 LOGGER AND/OR CUSTOMER
TASK THAT REACHES TIME LIMIT SPECIFIED BY ITS SLA	SERVICE DESK MANAGER ASSIGNEE'S MANAGER
PROBLEM ESCALATION	DEPENDANT ON ESCALATION PROCEDURE

FIG. 10

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SERVICE REQUEST ASSIGNMENT PROCESS

FIG. 11

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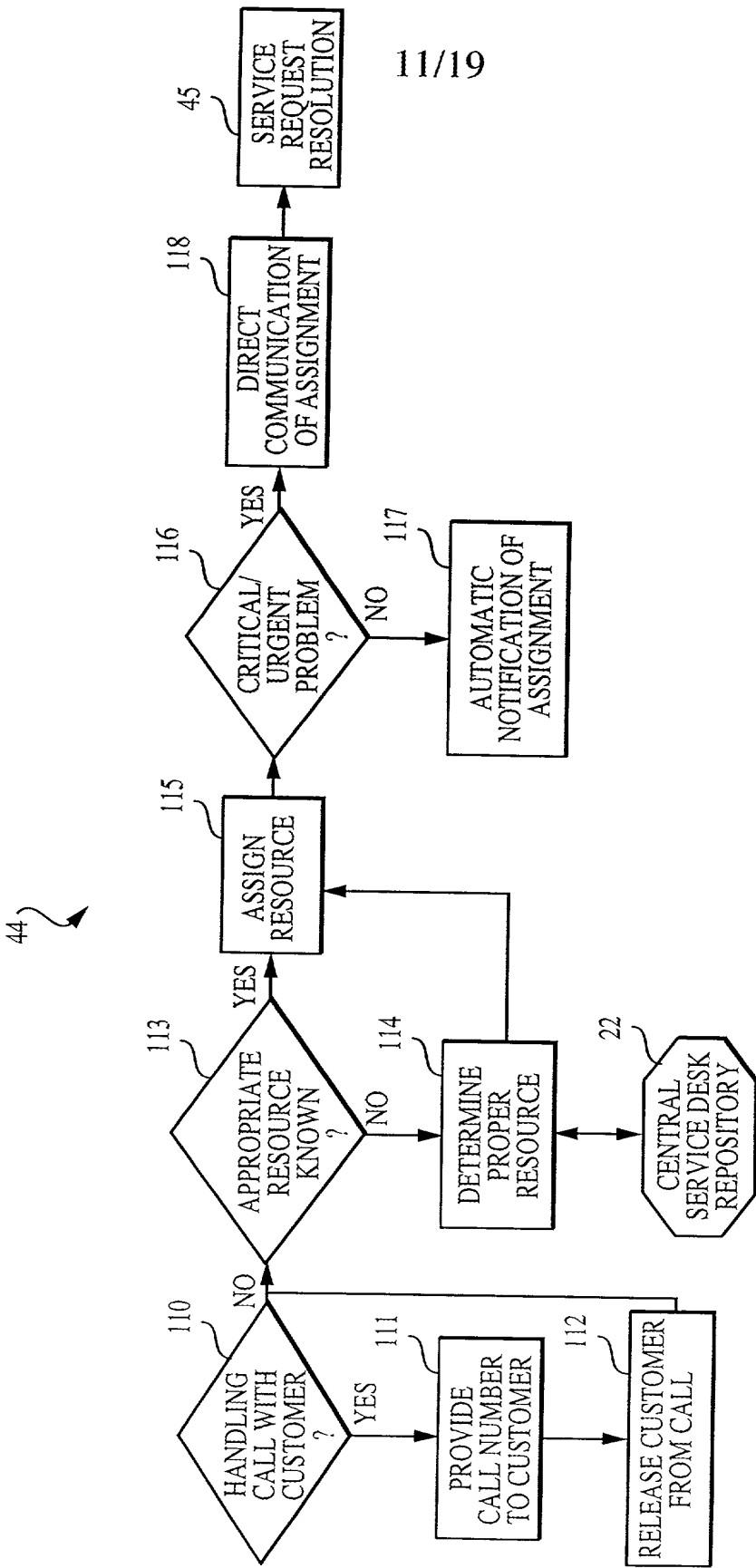
SERVICE REQUEST RESOLUTION AND ESCALATION

FIG. 12

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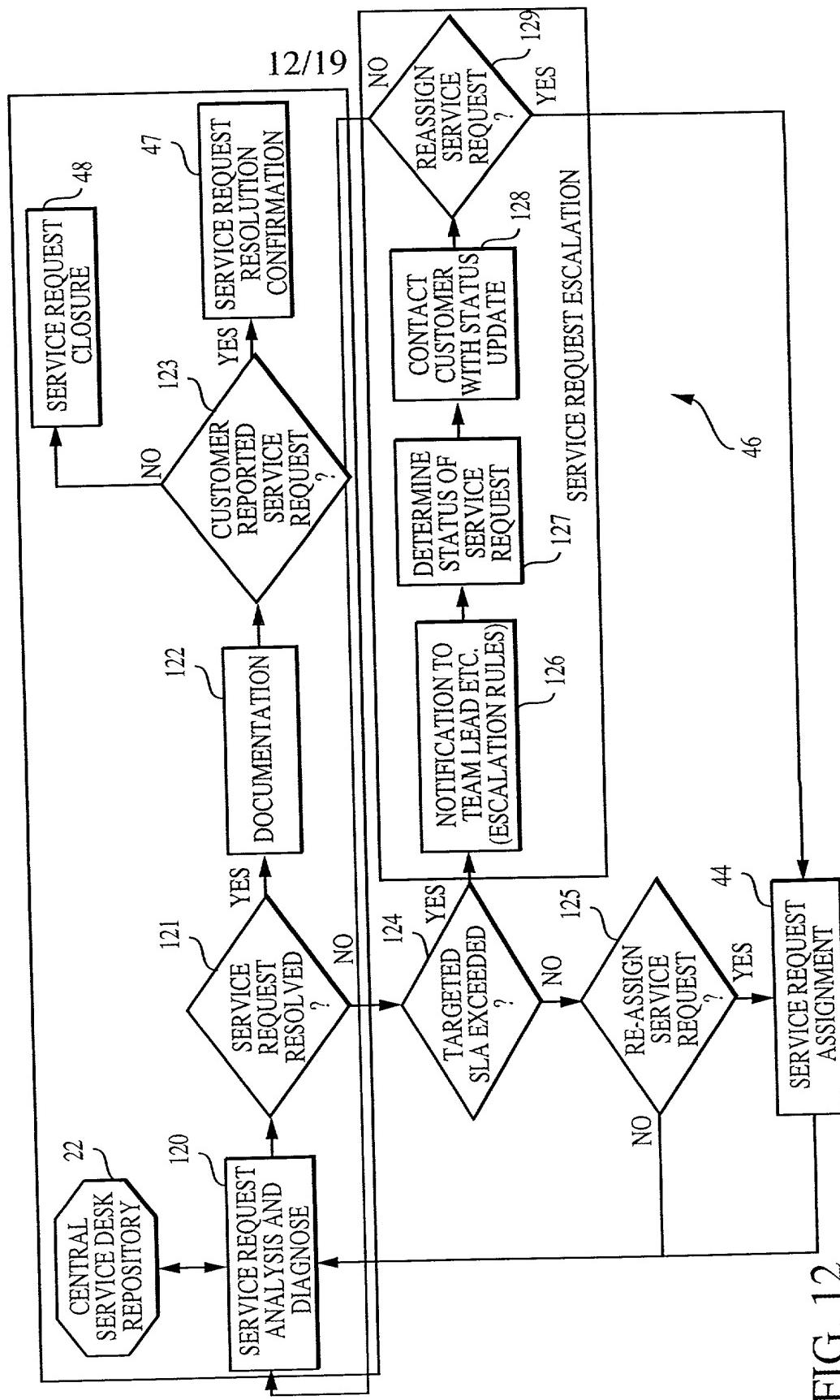
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SERVICE REQUEST RESOLUTION CONFIRMATION PROCESS

131

NOTIFY CUSTOMER
OF RESOLUTION

132

RESOLUTION
CONFIRMED
?

YES

SERVICE REQUEST
CLOSURE

48

NO

133

SHOULD
SERVICE REQUEST
BE REASSIGNED
?

YES

SERVICE REQUEST
ASSIGNMENT

44

NO

SERVICE REQUEST
RESOLUTION

45

47

FIG. 13

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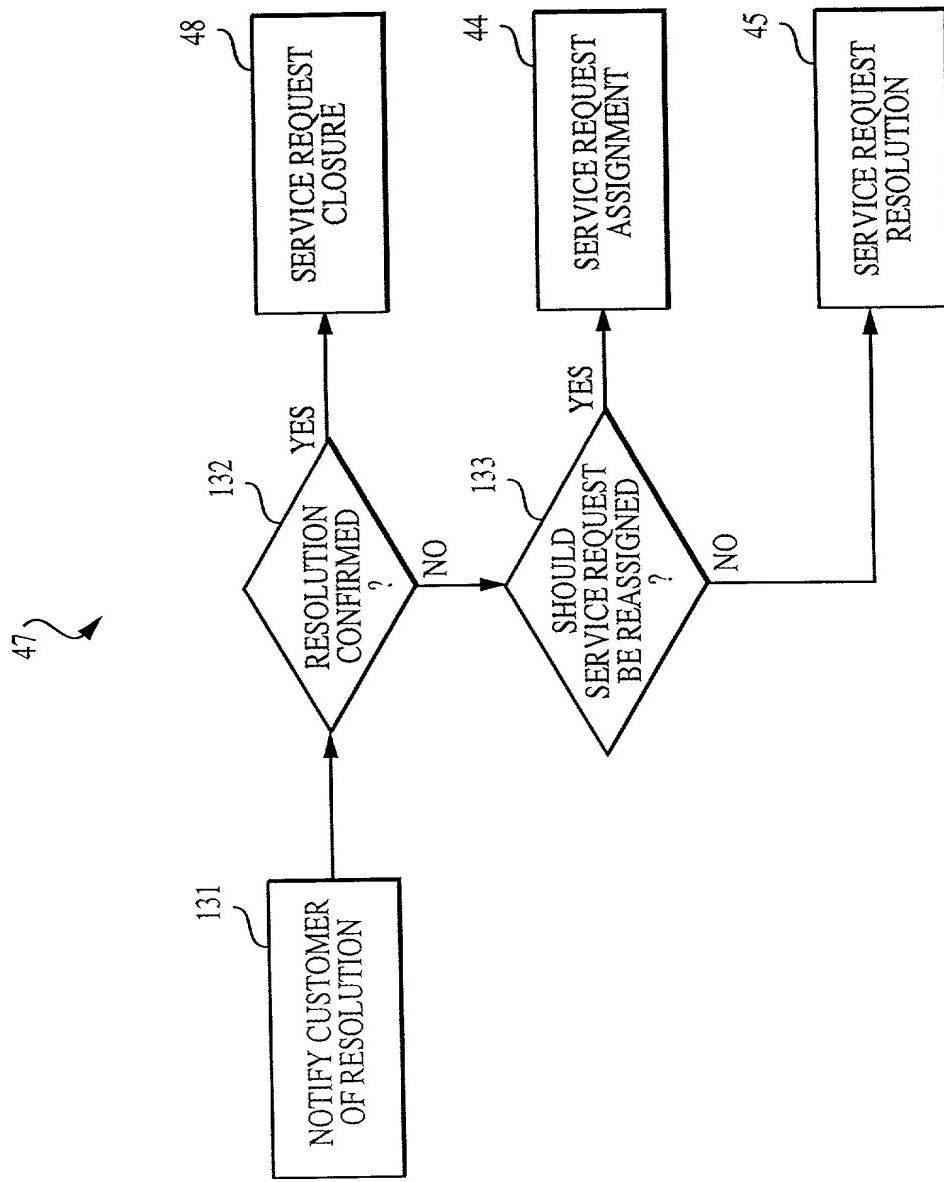
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SERVICE REQUEST CLOSURE PROCESS

FIG. 14

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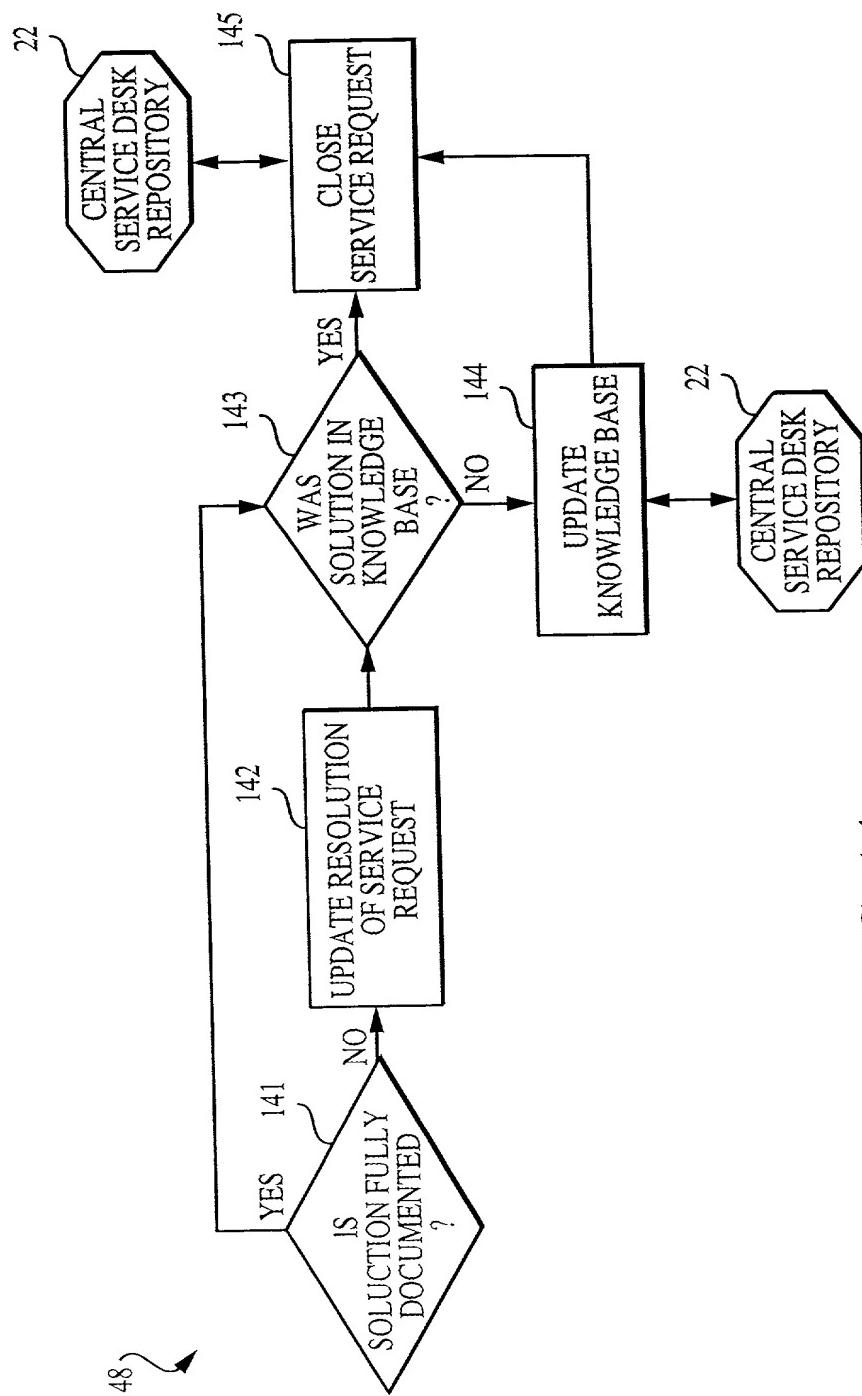
KNOWLEDGE REPOSITORY MANAGEMENT PROCESS

157 — COMMUNICATE KNOWLEDGE TO SERVICE DESK TEAMS

155 — REVISION/ CREATION OF KNOWLEDGE BASE ENTRIES

154 — IDENTIFY KNOWLEDGE NEEDS

156 — IDENTIFY POSSIBLE FAILURE POINTS

22 — CENTRAL SERVICE DESK REPOSITORY

153 — DOES SOLUTION EXIST ?

NO

YES

152 — SEARCH KNOWLEDGE BASE FOR SOLUTIONS

151 — IDENTIFY COMMON SERVICE REQUESTS OR OTHER KNOWLEDGE NEEDS

150

FIG. 15

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FIG. 16

SERVICE LEVEL CONTROL PROCESS

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ROOT CAUSE ANALYSIS PROCESS

FIG. 17

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SERVICE DESK TIERS

TIER 3 — INTERNAL AND EXTERNAL EXPERTS — 184

TIER 2 — TECHNICAL AND BUSINESS EXPERTS — 183

TIER 1 — SERVICE DESK OPERATORS — 182
- LOGGING
- RESOLVING
- ASSIGNING
- CLOSING

USER COMMUNITY (SERVICE DESK CUSTOMERS) — 181

180

FIG. 18

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GLOBAL SUPPORT MODELS

FIG. 19